



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending September 30, 2008

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.44	0.15	0.17	0.25
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.23	0.14	0.27	0.21
E. Percent of Service Installations [730.540(a)]	85.14% *	84.59% *	75.57% *	81.61% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	83.49% *	79.57% *	77.35% *	80.40% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.53	3.10	2.49	3.04
H. Percent Repeat Trouble Reports [730.545(c)]	24.48% *	26.44% *	22.22% *	24.51% *
I. Percent of Installation Trouble Reports [730.545(f)]	15.28%	15.12%	13.32%	14.55%
J. Missed Repair Appointments [730.545(h)]	78	80	75	78
K. Missed Installation Appointments [730.540(d)]	113	199	255	189

Comments

O of S-These mos historically peak mos 4 service vol. Call vol drives by xtrm heat/stormactivity. Storms caused power outages/surges causing damage to cust premise/mainline equip. Repeats-hi summer temps caused increased intermit issues.



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